

February 2023

Dear BCC Graduate,

Congratulations on your achievements!

We are happy to confirm that your diploma credentials have been issued. You should have received email and/or text notifications from our diploma vendor, Parchment LLC, to claim the digital version of your diploma. The digital diploma is authentic and can be shared electronically as needed. Within the next few weeks, you will receive the physical document via postal mail directly from Parchment LLC to the home address on file. Please ensure that someone is available to receive it.

If you experience challenges in claiming your credentials, please you may reach [Parchment LLC's Customer Support](#) by telephone at 1-847-716-3005 or via chat on their portal at [Parchment.com](#).

Please note that transcripts or diplomas cannot be released if you have a Direct Loan/Financial Aid Exit Interview hold on your record. Please refer to the instructions on your CUNYfirst Student Center and contact the Financial Aid Office's Loan Unit to resolve.

In addition, we recommend that you periodically check the [Registrar/Graduation](#) and [Office of Student Life's Commencement](#) websites for additional information about graduation-related activities. Feel welcome to contact us at gradunit@bcc.cuny.edu or registrar@bcc.cuny.edu if you need further assistance.

Best wishes in your future endeavors!

Sincerely,

Office of the Registrar - Graduation Unit